

FINANCE COMMITTEE

12-0362R

RESOLUTION ADOPTING MODEL PERFORMANCE MEASURES FOR CITY PARTICIPATION IN THE STATE OF MINNESOTA PERFORMANCE MEASUREMENTS PROGRAM.

CITY PROPOSAL:

RESOLVED, that the city council has adopted and implemented the Model Performance Measures for Cities as developed by the Council on Local Results and Innovation pursuant to Laws of Minnesota 2010, Chapter 389, Article 2, Sections 1 and 2, for city participation in the state of Minnesota Performance Measurement Program.

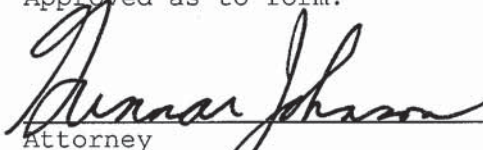
Approved:


Department Director

Approved for presentation to council:


Chief Administrative Officer

Approved as to form:


Attorney

Approved:


Auditor

STATEMENT OF PURPOSE: In 2010, the Minnesota legislature created the Council on Local Results and Innovation to develop standardized government performance measures. In February 2011, the Council released a standard set of ten performance measures for cities to aid residents, taxpayers and state and local elected officials in determining the efficacy of cities in providing services, and to measure resident's opinions of those services. Participation by a city is voluntary.

The City of Duluth through Council Resolution 11-0334 adopted the minimum 10 performance measures developed by the Council on Local Results and Innovation and implemented a local performance measurement system. Results of the adopted measures for 2011 are currently posted on the City's website as the "National Citizens Survey Results." The City will survey our residents again this year on the services included as performance measures.

Cities that participate in the program may be eligible for reimbursement of \$0.14 per capita in local government aid (LGA), not to exceed \$25,000 and is also exempt from levy limits under section 275.70 and 275.74 for taxes payable in 2013, if levy limits are in effect for a reimbursement in LGA, and exemption from levy limits. To be eligible for per capita reimbursement in 2012, and levy limit exemption in 2013, the city must adopt and implement the model performance measures in 2012 and file a report with the office of the state auditor.

This resolution adopts the Model performance Measures for city participation in the program.

Model Performance Measures for Cities

The following are the recommended model measures of performance outcomes for cities, with alternatives provided in some cases. Key output measures are also suggested for consideration by local city officials.

General:

1. Rating of the overall quality of services provided by your city (*Citizen Survey: excellent, good, fair, poor*)
2. Percent change in the taxable property market value
3. Citizens' rating of the overall appearance of the city (*Citizen Survey: excellent, good, fair, poor*)

Police Services:

4. Part I and II crime rates (*Submit data as reported by the Minnesota Bureau of Criminal Apprehension. Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, D.U.I., liquor laws, disorderly conduct, and other offenses.*)

OR

Citizens' rating of safety in their community (*Citizen Survey: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe*)

Output Measure:

Police response time (*Time it takes on top priority calls from dispatch to the first officer on scene.*)

Fire Services:

5. Insurance industry rating of fire services (*The Insurance Service Office (ISO) issues ratings to Fire Departments throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The ISO rating is a numerical grading system and is one of the primary elements used by the insurance industry to develop premium rates for residential and commercial businesses. ISO analyzes data using a Fire Suppression Rating Schedule (FSRS) and then assigns a Public Protection Classification from 1 to 10. Class 1 generally represents superior property fire protection and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.*)

OR

Citizens' rating of the quality of fire protection services (*Citizen Survey: excellent, good, fair, poor*)

Output Measure:

Fire response time (*Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire*).

Emergency Medical Services (EMS) response time (if applicable) (*Time it takes from dispatch to arrival of EMS*)

Streets:

6. Average city street pavement condition rating (*Provide average rating and the rating system program/type. Example: 70 rating on the Pavement Condition Index (PCI)*)

OR

Citizens' rating of the road condition in their city (*Citizen Survey: good condition, mostly good condition, many bad spots*)

7. Citizens' rating the quality of snowplowing on city streets (*Citizen Survey: excellent, good, fair, poor*)

Water:

8. Citizens' rating of the dependability and quality of city water supply (centrally-provided system) (*Citizen Survey: excellent, good, fair, poor*)

Output Measure:

Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (*Actual operating expense for water utility / (total gallons pumped/1,000,000)*)

Sanitary Sewer:

9. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally provided system) (*Citizen Survey: excellent, good, fair, poor*)

Output Measure:

Number of sewer blockages on city system per 100 connections (centrally provided system) (*Number of sewer blockages on city system reported by sewer utility / (population/100)*)

Parks and Recreation:

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings) (*Citizen Survey: excellent, good, fair, poor*)